

AI Service Desk

Deliver support at scale and transform outcomes for business users



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We help you operationalise AI across your business. So you can **enhance productivity**, elevate customer interactions, and **transform for growth**.

In today's increasingly digitalised world of work, IT service desk automation is a must have for organisations that need to resolve issues fast. No easy task when IT service desk teams lack the capacity needed to meet the highly dynamic demands of today's digital business users.

From chatbots that can handle simple user enquires to sophisticated machine learning algorithms that can analyse vast amounts of data, our AI-powered IT service desk solutions will transform your IT service desk operations.

Capable of handling everything from simple tasks to complex challenges, today's AI-powered IT Service Desk solutions make it easy for organisations to enhance their customer support capabilities in a highly efficient and cost-effective way.

Our powerful solutions make it possible to:

- **Automatically resolve Tier-1 support issues** like password resets
- **Give users 24/7 access** - with automated issue self-service resolution options
- **Gain AI-driven insights** that reveal what's really slowing users down
- **Identify high impact automation**, content and process improvements that will support users to get productive faster

Why Bell Integration?

Experienced at implementing digital-first AI-powered solutions that eliminate 60-80% of human IT service desk based workloads entirely, we make it possible to resolve tickets better and faster than ever before.

From resolving tickets autonomously with no need for technician involvement to automating IT asset management tasks such as user access permissions and software updates, our solutions speed up help desk processes and elevate your IT service desk capabilities.

Our AI-powered automations generate multiple advantages. Everything from cost savings to improved workflow effectiveness and higher levels of customer satisfaction.

Plus, our solutions release your IT specialists from the drudgery of handling repetitive low complexity tasks. Freeing them to focus on more complex incidents and undertake more high value activities.

Transforming the Telco Customer Experience at Scale

Replacing outdated automated voice systems with digital voice agents enabled this multi-national telco to **serve more customers, faster and better**.

By introducing conversational AI into the contact centres serving a fast growing country market, the telco transformed the delivery of post-sales services for mobile subscribers. Today, the voice-based customer service agents handle **100% of call volumes** and resolve a variety of customer queries.

The Outcomes

AI-powered agents transform customer-facing operations:



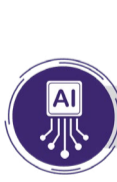


- **Manage 4.5 million calls a month**
- **90% intent recognition**
- **44% decrease in customer abandonment rates**
- **Call response time is 2.6 seconds**

Automate your IT Service Desk with Bell Integration

With Bell Integration, you'll be able to leverage AI capabilities to digitally transform your IT Service Desk routines. Our platform makes it possible to significantly reduce the volume of service desk tickets your agents have to deal with. But that's not all.

By harnessing massive data sets, our AIOps platform enables you to shift from reactive to proactive problem management. So you can predict outages, prioritise events based on business impact and analyse and determine the root causes of issues.

All of which enables you to reduce operational costs, maximise productivity and elevate the overall employee experience. We provide:

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Pre-built integrations that streamline workflows - Take advantage of fully autonomous robotic processes that take ownership of every ticket and processes it through to completion. Our platform's powerful in-built integrations enable you to work with core IT infrastructure, cloud, network, database or application related issues.
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AI-powered self-service tools - Enable users to fix problems independently and provide AI-based Tier 1 support for issues like password resets and blue screens. AI can also suggest relevant resources and solutions based on user enquiries, constantly analysing user feedback to ensure knowledge resources stay accurate and up to date.
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Automated ticket triaging - Analyse incoming support tickets and categorise them based on urgency, complexity or other criteria to ensure faster response times and more efficient resource allocation. By assigning the right ticket to the right agent, you can improve efficiency of your help desk and elevate user satisfaction.
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Work smarter with AI-driven analytics - Our AI analytics provide valuable insights on customer behaviours and make it easier to identify recurring problems that need to be addressed in a highly cost-effective way.
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Automate IT asset management - Streamline your operations by automating IT based tasks like user access permissions and software updates.

With over 300 experienced AI practitioners we can deliver everything from strategic consulting, architecture, design and implementation through to run services.

Contact us

With over 25 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world's most prestigious customer managed services. With capabilities covering AI, IoT, technology provision, consulting, project & managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell integration can help your business succeed. Please contact us on marketing@bell-integration.com or visit www.bell-integration.com

DRIVING DIGITAL TRANSFORMATION

